



June 21, 2010

IVHInsights

NEWS FROM PERSONNEL SERVICES

by Dennis Mack

Upcoming DAS Benefit Education Presentations:

June 24 – IPERS Changes

June 30 – IPERS Changes

July 6 – Deferred Compensation Distributions

July 7 – Continuing Benefits at Retirement

July 20 – Deferred Compensation Basics

Employees can register for a presentation(s) or see upcoming presentations at the DAS Benefit Education website at http://benefits.iowa.gov/benefit_education/



Commandant's Corner

On Monday June 14, Governor Culver announced that David Worley (pictured above) would become the next IVH Commandant effective August 1. David is currently the executive director of the Office of Kentucky Veterans Centers where he supervises operations at that state's three nursing homes for veterans. He has a bachelor's degree in social science education and a master's degree in secondary education and has taught at the high school level.

David is a veteran of the U.S. Army where he served in several positions in Airborne and Special Operations units. While in the Army he was awarded the Bronze Star and the U.S. Army Jump-

master Badge. His wife, Angela, is currently serving in the U.S. Army and will be deploying overseas soon.

David will be here at IVH for a week beginning June 21. It is my plan to take him to all the work areas during the week so that as many employees as possible will have a chance to meet him.

I have spoken to him and he is very excited about coming to the IVH. David has had experience with construction projects and is looking forward to the completion of Phase 1 and the commencement of Phase 2.

I will remain as interim Commandant until mid August to provide for an overlap.

Dennis Mack

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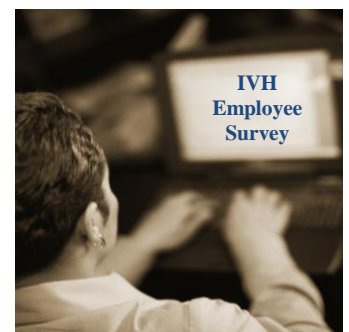
IVH Employee Survey – Your Answers Count!

WHAT YOU HAVE TO SAY IS IMPORTANT. To make the employee survey a valuable tool, we need to hear from all staff. The survey data will be used to identify opportunities for improvement at IVH. Results will be calculated and presented by the Performance Improvement Department. You will not be contacted about your answers unless you request it. Your answers and comments are not anonymous, but are kept confidential. **Your user name is not visible to the P.I. Dept or the Directors.** If you did not complete the survey when you completed the BOLT training, please click on the link below and provide your thoughts before July 2nd.

<http://ivhweb02/ivhdnnintra/EmployeeSurvey/tabid/171/Default.aspx>

1. Click on blue writing "Click here to take survey"
2. Sign in with user name & password
3. Choose one answer per question (18 questions)
4. Click "Save" button
5. Make comments on the next page with up to 500 characters
6. Click "Save" button
7. You can take the survey only one time each year

If you have any problems taking the survey, please call the IT Help Desk at ext. 4222. Thank you.





Heinz Hall Update by Judy Downs, RN

Spring is usually a welcome time of year with the warmer temperatures and return of lovely flowers and vivid green to the landscape. The month of May brought Heinz Hall many new faces as well as farewells.

Nursing Unit Coordinator (NUC) Lois Keefer reports she remains very busy despite retiring from IVH on May 28th.

Last month saw five of our residents return to the community. Heinz Hall was able to welcome transfers from Dack and Malloy last month, also. We are thankful of the resources available to Heinz Hall to help keep healthy physically and mentally.

IVH Insights is a twice-monthly publication of the Iowa Veterans Home.

Editor

Lisa Purvis—PR/Marketing

To submit news or questions, please email:

ivhinsights@ivh.state.ia.us

Call ext. 4397 or
send to PR/Mktg Dept.

News from Continuous Improvement by Ann Hogle

I wanted to take a moment and introduce the members of the latest **IVH Kaizen Team**. The Team was asked to combine resources from the Quartermaster, Central Supply and certain aspects of the Respiratory Therapy Department. Four employees retired from these departments recently and IVH Administration did not want any disruption in services to occur.

Kaizen Team Members:

Central Supply: Sonia Freeman, Alayne Doe, Becky Starits, Gerene Thompson

Quartermaster: Tami Smith, Mike Hines, John Griffith

Maintenance: Shelley Gilgen

Nursing: Jan Doe, Fern Steward

Rehab Services: Penny Cutler-Bermudez

Print Shop: Val DeVolder

Respiratory Therapy: Peggy Rohach

Facilitators:

Department of Human Services: Chad Dahm

Safety: Russ Pape

Performance Improvement: Ann Hogle

These members arrived at work and carried out their normal duties and then began the Kaizen Event at 10:00 each day and stayed into the evening working on the goals. Some job duties will be realigned within the departments to reduce duplication of efforts.

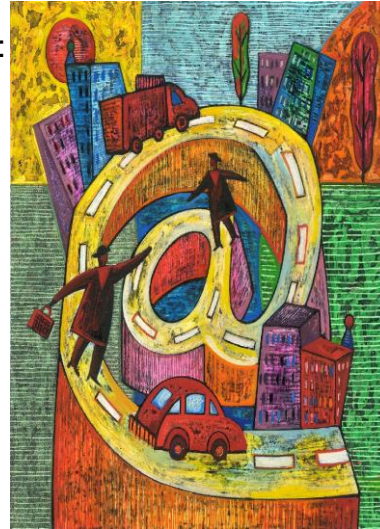
Many of you have already felt the effects through the changes in mail services. This team wants to thank all

employees and residents for their patience and for going the extra mile to get your mail out timely and to more centrally located areas. This is necessary so the Mail Clerks can be utilized in other ways to ensure consistent service from Central Supply and Quartermaster.

Future changes as a result of this team will be communicated well in ad-

vance of being implemented. If you have any thoughts regarding process changes with these departments, please let me or any team member know.

Many of the team members are currently in training on MP2 for inventory purposes. This will provide more efficiency with inventory levels and reorder points.



Celebrate Nursing Assistants Week! by Cindy Halstead

June 10-17, 2010 is National Nursing Assistants Week. It really is important to acknowledge the many contributions Resident Treatment Workers (RTW's) and Certified Medication Aides (CMA's) make to the mission of the Iowa Veteran's Home. They provide our residents with kind, compassionate, and safe care often under demanding circumstances.

Please join me in recognizing and extending our appreciation to the RTW's and CMA's that work here at IVH as we all go about our tasks and responsibilities over the next few days. For all RTW's and CMA's, you have my appreciation for your dedication and care of the residents.

Thank you!



Facilities Management *by Kathy Shannon*



The Dock Day Room Expansion Project is moving along well. The temporary walls were constructed, the crane was set up and the contractor removed the north facing precast to prepare for the next phase of the project. The colors of the new precast panel sections have been chosen. The Maintenance staff are working diligently to get the temporary Dock dining rooms converted for the unit's use. **Reminder: the Dock Day Rooms will be going offline July 6th until April 2011.**

The overhaul of the Dock and Malloy elevators is now scheduled to begin around June 11th. A crane was here to place equipment on the roofs of both the buildings. A change order request was submitted to have the contractor replace the exterior as well as the interior cab doors.

The Maintenance/Dispatch Building Tuck Pointing Project is complete. You should see no more traffic tie-ups with the boom trucks around this building. Please remember there are one way roads by the Maintenance/Dispatch Building and Whitehill garage. Please drive slowly in this area as many people are heading the wrong way on these roads.

The Phase 1 Project is continuing forward at a rapid pace. Two more households have been framed and the remaining household footings and slabs have been poured on the Ulery Building. The Fox building is progressing well and one resident room mock-up will be completed within the next two weeks for approval. The process

of selecting furniture and art for the new buildings is becoming a full-time project for the group of people working on this, however progress is being made.



Technology Department *by Rob Buchwald*

In an effort to increase computer security and the protection of sensitive and confidential data, IT will be implementing a new procedure related to user passwords.

When a user contacts IT and reports a problem which then results in a need to reset their password, the identity of the user will need to be confirmed. To do this, IT

staff will request the user to verify the last four digits of their social security number.



We appreciate your cooperation during this procedure change.

Please keep in mind that computer security is everyone's responsibility and we must remain vigilant to keep confidential data confidential.

RESIDENT AND FAMILY SERVICES

by Randy Inhelder

The Family Quality of Life Survey was started in 2007 to give families of the residents the chance to give us feedback about the IVH. In 2008, 107 family surveys were returned and in 2009, 103 surveys were returned.

The two questions that had the lowest positive response each year were: "My loved one has difficulty dealing with the behavior of other residents" and "My loved one takes part in recreational activities that they enjoy". However, the percent positive for enjoyable recreational activities did increase from 71% to 78% between 2008 and 2009.

The three highest rated questions for 2009, all at the 99th percentile were, "I feel that the choices my loved one and I make for their life is respected", "I feel that staff genuinely tries to understand my loved one", and, "IVH is the best place for my loved one to be at this time." All three were up from their 2008 levels as well. The highest rated question in 2009 was "I know who to talk to when I have questions regarding my loved one."

Other results of note were concerns about how the residents' financial dealings are handled and their level of mental stimulation.

Although our goal is to continuously improve, I believe the results of this survey show that IVH staff continue to provide outstanding care of Iowa veterans.



IVH Website Calendar

Submit your event information on the IVH website calendar. It's quick and easy and the calendar is available to staff, residents, and the community. Log on to www.iowaveteranshome.org and click on "Calendar" to begin.

Upcoming Events

Day	Date	Time	Event	Location
Tues	6/22	10am-4pm	"What's New in Mental Health Services for Older Iowans" webcast (ICMHA)	Ford Conf. Room
Fri	6/25	tbd 11:30 am	IVH "Pre-Tirement" Party and activities "IVH's Got Talent Show"	Malloy Courtyard Malloy LRC
Sat	6/26	11 am	UAW Picnic	Malloy LRC/Courtyard
Wed	6/30	9-10:30 am	IPERS Changes Webcast	Whitehill Basement
Sun	7/4		Fourth of July Activities	
Wed	7/7	8am-4:30pm	Culture Change Training	Whitehill
Thurs	7/8	8am-4:30pm	Blitz Training	Whitehill



Announcements

To the residents and staff of the Iowa Veterans Home: On behalf of myself and my family, I would like to express my deepest appreciation to everyone who has extended their sympathies or has contributed to the memorial in the name of my mother, Dorothy A. Severson. Very kind of you all. Ken Severson (The Elevator Man)

The REAL Committee could use some more help. We have two options for staff to become involved. **Active Member:** This would be a full member with duties including meetings for

planning held on the 3rd Thursday at 1:30 in the Ford Conference Room. Also expected would be to help with events from time to time. **Participant Member:** This would not require attendance at the meetings but you would be asked to assist with activities. This would involve possible shifts of 1-2 hours in preparing for an event, helping at the event or post event clean up. **We particularly need help with this for 2nd and 3rd shifts.** If you wish to participate in either of these options you will need to obtain permission from your supervisor and then we can get an official appointment from the Commandant's Office. Please contact me with any interest or questions. Wayne Pierson ext. 4237

Time Again for the

ANNUAL "PIE IN THE FACE FOR THE CANCER RACE"

contest to benefit American Cancer Society Relay for Life

This year's contestants include:

Andy Burt, Rehab
Julie Cole, Social Work
Dr. Steenblock, Medicine

Don Harvey, IT
Gary Shortley, Pharmacy
Heidi Tuttle, Nursing

Dee Hunter, Housekeeping
Melissa Sienknecht, Food & Nutrition
Krystle Ulch, Nursing

Voting will begin Friday, June 18 and continue until 4:00 pm on Thursday, July 8. One dollar = one vote. Money can be given to Angie Snyder or Sarah Workman in nursing office or Amanda Thill on Malloy 4 North. The top three vote-getters will get "pied" on Tuesday, July 13 at 1:30 pm in the courtyard. Pictures and vote tallies will be posted outside Dack Nursing Office. So be sure to support your candidate – let the voting begin!

Budget Update *by Greg Wright*

The 2010 fiscal year is winding down and we will be starting a new budget fiscal year in less than two weeks. There are still a number of budget unknowns going into the new fiscal year including facility census and VA funding levels, among other things. Once saying that, I believe the fiscal year 2011 budget year will be challenging for everyone including the Iowa Veterans Home.

The Kaizen process involving Central Supply, Respiratory Therapy & Quartermaster has resulted in a number of changes that are being implemented as I write this update. The Kaizen team really appreciates the feedback they've been receiving to assist in the fine-tuning of the updated processes. As you may know, the urgency to change the workflow and organizational change was driven by the staff retirements in the Central Supply work area. **A BIG Thank You** to all who are assisting with mail and item deliveries. It will continue to take efforts from all IVH staff to ensure time-sensitive mail is delivered between mail routes.

The electronic purchasing project is proceeding with various departments currently trialing the system (maintenance, food service, information technology, safety, print shop). Other departments will be added shortly. Preliminary feedback from users has been very positive.